

CONSUMER BULLETIN No. 04-3 Maine Public Utilities Commission

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Maine Consumers May Be Eligible for a Refund More than \$30,000 being returned to Maine customers September 20, 2004

The Maine Public Utilities Commission is advising individuals who were residential long-distance customers of AT&T between March 2001 and July 2003 that they may be eligible for a refund due to a Maine sales tax overcharge by AT&T.

Eligible consumers who are still AT&T customers will receive a one-time \$0.75 credit on their September or October bill for this overcharge. They need not take any action to receive the credit. Nearly \$30,000 will be refunded to Maine consumers directly on their bills.

Consumers who no longer subscribe to AT&T for long-distance service and believe they were impacted by this sales tax overcharge may also qualify for a refund. These consumers should send their name, current address, and former AT&T telephone number to: AT&T, P.O. Box 598008, Orlando, FL 32859 by <u>September 30, 2004</u>. They may also send their refund request by e-mail to <u>rm-mainetaxrefund@ems.att.com</u>. Former AT&T customers who were overcharged and request a refund will receive a prepaid calling card valued at \$0.75 within about 8 to 10 weeks.

Consumers who have difficulty obtaining their refund from AT&T may call the Maine Public Utilities Commission's Consumer Assistance Hotline toll-free at (800) 452-4699.

Other Consumer Bulletins, Brochures and Fact Sheets may be found on our website at http://www.maine.gov/mpuc/CAD/cfs-b&b.htm.